



2014 ANNUAL REPORT

Detroit VA Healthcare System



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in the 21st Century

12-MONTH | 2015 CALENDAR



Message from the Detroit VA Healthcare System Director

Fiscal year 2014 was a tremendous year of growth for the Detroit VA, and also for the VA in general. Our leadership team felt it was important to share the best and most advanced services and programs we offer our Veterans, so we present to you, an Annual Report Calendar for 2015.

So often, I think Veterans enter our facility and might not realize all of the initiatives that can help in terms of good health. And, it's a fact: VA is going through the largest restructuring in the department's history. We want to make sure you know what is out there for you, whether it's a peer to peer support system in Mental Health or our six Centers of Excellence in our Pulmonary Service. We are able to meet all of your health care needs.

We continue to emphasize the I CARE Core Values: Integrity, Commitment, Advocacy, Respect, and Excellence. When we welcomed our new Secretary, Robert McDonald, in late July, as a medical center, as a staff, we were able to recommit to these values in serving you, our Veteran. It was good for us because while most of us live by these core values each day as we care

for our Veterans, we were able to redefine where we are as a medical center team. These values continue to guide us each day. We promise to provide quality care in the ways you need and want to be served, whether you are coming to us in person for a clinic appointment, online via MyHealtheVet, or by phone.

Our results for the year are very strong, and that only further demonstrates our commitment to our Veterans.

I encourage all of you to look through this calendar. Perhaps there is a program you don't know about but seems to fit your needs? Give us a call or ask your medical team for more information. We are here for you!

Thank you for picking up this year's annual report and thanks to all of you for allowing us to serve you, as you have so bravely served us!

Pamela Reeves, M.D.
Medical Center Director

FISCAL YEAR 2014:

By the Numbers

Outpatient Visits

Detroit	475,530
Yale	14,429
Pontiac	14,100
TOTAL	504,157

Inpatients Treated

ADMISSIONS	4,922
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Operating Beds

Inpatient Mental Health	38
Long Term Care (CLC)	109
Offside Domiciliary	50
Surgery	28
Medicine	42
ICU	beds included in medicine count 12
Stepdown	beds included in surgery total 13
FACILITY TOTAL	267

Number of Employees

TOTAL	2,054
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Total Uniques

Detroit	46,884
Yale	4,233
Pontiac	3,313
TOTAL	54,430

DETROIT VA HEALTHCARE SYSTEM

Important Telephone Numbers

Toll Free 1-800-511-8056

Medical Center Operator 313-576-1000

Extensions

Admitting	64351
Agent Cashier	63493
Beneficiary Travel	64346
Chaplain Services	63362
Eligibility Information	65731
Emergency Department	64436
Fee Basis	60489
Homeless Program	63757

Inpatient Medical Units

Inpatient Medical (A3N)	64150
Surgery (A4N)	64180
Hospice and Rehabilitation (A5N, A5S)	64246/64241
Community Living Center (CLC)	64325
ICU (A2N)	63639
Stepdown (A3N)	63295
OEF/OIF/OND Program Coordinator	61249
Patient Advocate Office	64718/63666
Patient Learning Center	63109
Pharmacy	64636
Police & Security	63592
Prosthetics	64897
Public Affairs Office	63375/63201
Release of Information	63497
Veterans Benefits Counselor	65791
Voluntary Service	63332
Women's Health Program	63875

For additional information or for a phone number not listed above, please contact the Medical Center Operator at:

313-576-1000

2016

JANUARY							FEBRUARY						
					1	2		1	2	3	4	5	6
3	4	5	6	7	8	9	7	8	9	10	11	12	13
10	11	12	13	14	15	16	14	15	16	17	18	19	20
17	18	19	20	21	22	23	21	22	23	24	25	26	27
24 31	25	26	27	28	29	30	28	29					
MARCH							APRIL						
		1	2	3	4	5					1	2	
6	7	8	9	10	11	12	3	4	5	6	7	8	9
13	14	15	16	17	18	19	10	11	12	13	14	15	16
20	21	22	23	24	25	26	17	18	19	20	21	22	23
27	28	29	30	31			24	25	26	27	28	29	30
MAY							JUNE						
1	2	3	4	5	6	7				1	2	3	4
8	9	10	11	12	13	14	5	6	7	8	9	10	11
15	16	17	18	19	20	21	12	13	14	15	16	17	18
22	23	24	25	26	27	28	19	20	21	22	23	24	25
29	30	31					26	27	28	29	30		
JULY							AUGUST						
					1	2		1	2	3	4	5	6
3	4	5	6	7	8	9	7	8	9	10	11	12	13
10	11	12	13	14	15	16	14	15	16	17	18	19	20
17	18	19	20	21	22	23	21	22	23	24	25	26	27
24 31	25	26	27	28	29	30	28	29	30	31			
SEPTEMBER							OCTOBER						
				1	2	3							1
4	5	6	7	8	9	10	2	3	4	5	6	7	8
11	12	13	14	15	16	17	9	10	11	12	13	14	15
18	19	20	21	22	23	24	16	17	18	19	20	21	22
25	26	27	28	29	30		23 30	24 31	25	26	27	28	29
NOVEMBER							DECEMBER						
		1	2	3	4	5				1	2	3	
6	7	8	9	10	11	12	4	5	6	7	8	9	10
13	14	15	16	17	18	19	11	12	13	14	15	16	17
20	21	22	23	24	25	26	18	19	20	21	22	23	24
27	28	29	30				25	26	27	28	29	30	31

Medical Care Collection Fund

TOTAL \$ 13,108,289

Medical Center Budget

TOTAL (Excluding IT & Research) \$ 342,524,463

Voluntary Service

Total Volunteers (Regular and Occasional) 1,346

Total Volunteer Hours 94,718

Total Gifts and Donations \$2,135,891

Select Obligated Amounts and Collections

Salaries \$ 200,629,707

Equipment \$ 6,717,043

Projects \$ 4,255,645

Vet Centers (Includes salaries) \$ 2,179,331

Prosthetics (Excludes salaries) \$ 13,153,289

Fee (Excludes salaries) \$ 25,232,470

Travel/Training \$ 258,629

IT Programs (Excludes salaries – not on station payroll) \$ 2,581,804

Pharmacy (Drugs/supplies) \$ 36,734,485

Research (Includes all expenses and salaries) \$ 3,609,277

All statistics reflect Fiscal Year 2014.



Veteran Centered Care

Health care for Veterans shouldn't be complicated or frustrating, that's why various programs are set up here at the Detroit VA Healthcare System to make navigating the process easier for Veterans and their caregivers.

PACT

Improves access, reduces hospital readmissions, improves the continuity of care and helps improve the patient experience through shared medical decision making. The PACT team model is used by more than 36,000 Veterans under our care.



Home Care

Home Telehealth, also known as Care Coordination/Home Telehealth, is a service that allows the Veteran's physician or nurse to monitor the Veteran's medical condition remotely using home monitoring equipment. In 2014, more than 4,000 Detroit VA Veterans utilized the Telehealth program here in Detroit.

Nurse Navigators

This is a very specific program designed for patients who are dealing with complicated diseases and the difficult process of managing care for these diseases. Here at the Detroit VA, we have two Nurse Navigators who help patients with either Lung Cancer or GI Cancer. These special nurses help the patient navigate all aspects of care, from treatment and medication to the impact the disease has on him or her and their family.



J A N U A R Y

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

1

2

3

New Year's Day

4	5	6	7	8	9	10
	114th Congress Assembles					
11	12	13	14	15	16	17
					Gulf War Began (1991)	
18	19	20	21	22	23	24
	Martin Luther King Jr. Day					
25	26	27	28	29	30	31



“Care here is great! My provider has been very good to me. It’s so helpful when they call me to remind me of my appointment. My advice to other Veterans who are considering VA care: you’ve earned this so take advantage of it!” — **Carnell Smith**, MARINES

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Virtual Care and Technologies

The Detroit VA Healthcare System prides itself on offering the very latest in virtual care and technologies.

Open MRI

Gives patients both mental and physical comfort.

Linear Accelerator

delivers high-energy x-rays to a region of the patient's tumor.

da Vinci® Robot

Surgery patients may be candidates for The da Vinci® robot. It's a very advanced tool that can increase a surgeon's capabilities and features a magnified 3D high-definition vision system and tiny wristed instruments that bend and rotate far greater than the human wrist. The Detroit VA is one of only a handful of VA Medical Centers in the Country with The da Vinci® robot.

Telehealth

Changes the location where health care services are routinely provided. For our providers, it's about using health informatics, disease management



and technologies to target care and case management to improve access to care, improving the health of our Veterans.

MyHealtheVet

Is one of the most widely used programs in VA. "The Blue Button" allows Veterans to manage and track their health care with the help of our team.

F E B R U A R Y

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7

8	9	10	11	12	13	14
National Salute to Veteran Patients Week						
				Lincoln's Birthday		Valentine's Day
15	16	17	18	19	20	21
	President's Day					
22	23	24	25	26	27	28
Washington's Birthday	Desert Storm Ground War Began (1991) Iwo Jima Day (1945)					



“I think I’m getting good care! I always thank my providers and I think that’s important. My firm doctor, Dr. Mungara and Nurse Lindsey have helped me out a lot and I’ve been through so much.” —Colin R. (Corky) McCorquodale, ARMY



Community Partnerships

Detroit VA staff work and live in our community. We take pride in our involvement both in medical center-based programs and volunteer opportunities.

Veterans Justice Outreach Program

The Veterans Justice Outreach Program (VJO) here in Detroit has gained a lot of acclaim during these last few years as it continues to grow. It's designed to assist Veterans involved in the legal system to connect with VA services, and when possible, avoid incarceration.

VA CARES

Is a program where our staff can take time during the day to help those in the community who need assistance. In FY15, hundreds of hours will be clocked at area facilities such as Gleaners and The Salvation Army.



VSOs

Our involvement and cooperation with area Veteran Service Organization runs deep and we consider them part of our team. Many have offices right here in our medical center and they are here to help our Veterans with any concerns or issues. As a medical center, our Voluntary Service group meets once a month with the VSO organizations to update them on new programs and initiatives that affect Vets.



Detroit Veteran Stand Down

Each October, hundreds of Detroit VA staff volunteer their time for the two-day Detroit Veteran Stand Down. Nearly 1,000 Veterans are fed, cared for and clothed on each of the two days.



M A R C H

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7

8	9	10	11	12	13	14
15	16	17	18	19	20	21
VA Cabinet Status (1989)		St. Patrick's Day		Operation Iraqi Freedom Began (2003)	Spring Begins	
22	23	24	25	26	27	28
29	30	31				
National Veterans Winter Sports Clinic, Snowmass, CO						
Palm Sunday						



“I can’t complain about anything! My provider, Miss Maxwell, has helped me tremendously and I don’t mind driving 60 miles to be here! I recommend VA to my fellow Veterans if they haven’t tried it. I know if I come here in an emergency, I would receive every test I need.” —**Raymond Armstrong, NAVY**

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Quality and Safety

The Patient Safety Program at the Detroit VA Healthcare System supports the mission and vision of the Veterans Health Administration (VHA) and the Quality and Performance Improvement Program.

Patient Safety Program

We are constantly identifying ways to improve and we have developed steps and initiatives to make sure our patients are in the safest environment possible. These processes include: proactively identifying potential risks, infection control programming, following clinical quality guidelines monitored by the External Peer Review Program (EPRP) and the Joint Commission ORYX measures. Overall facility quality and safety is measured using the Strategic Analytics for Improvement and Learning (SAIL) that measures access, efficiency

and Veteran satisfaction, to name a few. The Detroit VA Healthcare System, through continuous process improvement programs, monitors and measures compliance with the Joint Commission standards for National Patient Safety Goals (NPSG).



Gold Cornerstone Award

The Detroit VA earned the prestigious Gold Cornerstone Award for patient safety for FY14 from the National Center for Patient Safety.

Special emphasis is placed on the culture of safety throughout the medical center to support our commitment to Excellence in Health Care.

A P R I L

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
			National Veterans Winter Sports Clinic, Snowmass, CO			
					Passover Begins at Sundown Good Friday	

5	6	7	8	9	10	11
Easter	U.S. Entered WWI (1917)			National Former POW Recognition Day		
12	13	14	15	16	17	18
National Volunteer Week						
			Tax Day		Bay of Pigs Invasion Launched (1961)	
19	20	21	22	23	24	25
26	27	28	29	30		
				Fall of Saigon (1975) Cambodia Invaded by U.S. (1970)		



“I have been a patient here since 1983 and I’ve always received good care. They’ve never let me down and I can tell you, this place has been a lifesaver for me!”

—Antarone Powell, ARMY

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Administration

The I CARE core values not only focus on patient care, but also the patient experience when it comes to our facility here in Detroit and our CBOCs. We are constantly implementing improvements and updates to our systems and our programs.

VetLink Kiosks

Kiosks are now available on the first floor of the medical center, which allow Veterans to check into appointments, view upcoming appointments, update personal information, review insurance information and check account balances.

Register for Care

All Veterans are encouraged to enroll in the VA Healthcare System. There are three ways to register for care once an Application for Health Care Ben-

efits is filed out: online, in person or by mail. You can easily access our website at <http://www.detroit.va.gov/patients/eligibility.asp>; you can print the form online and mail it to the following address:

Detroit VA Healthcare System
Registration (001B-HBA)
4646 John R Street
Detroit, MI 48201

You can also bring the form to the medical center.

The Registration Office is located in room C1900, first floor, yellow section. To speak to someone in our Registration Office, please call (313) 576-1000 ext. 65731 or 1-800-511-8056, ext. 65731.

Travel

Reimbursement is now easier than ever with Direct Deposit for travel eligible patients. And, this ensures safe and timely deposit of funds!



M A Y

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2

3	4	5	6	7	8	9
				Official End to Vietnam War (1975)	V-E Day (1945)	
10	11	12	13	14	15	16
Mother's Day						Armed Forces Day
17	18	19	20	21	22	23
			Annual VA2K			
24/31	25	26	27	28	29	30
	Memorial Day (Observed)					Memorial Day (Traditional)



“I’ve been in the Dom, I’ve been recovering from a lot, including serious depression. Now I have my own place. I would tell other Veterans who are looking at care, it takes effort on your part and the part of the staff here at the medical center. I spent more than 5 years homeless, and because of the support I receive here, particularly the peer support, I’ve been able to make great progress. The most positive thing that ever happened to me in my recovery and my rehabilitation was having a Vietnam Veteran help me out and teach me. I learned a lot and I continue to learn a lot.”

— **William Gambill, ARMY**

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Patient Experience

At the Detroit VA, every attempt is made to make the patient experience one of Excellence in Health Care.

We provide the following programs and services for our Veterans and their family members:

- Free WiFi in all areas
- Room Service in inpatient rooms, throughout the day
- A concierge service for Veterans who might need assistance with particular needs
- Chaplain service
- 24-hour Police and Protection Service

Along with these daily programs, our focus on the patient and the Veteran's need extends to our administrative work. Many of our medical center committees, including Customer Service, include a Veteran who can offer patient insight. We also hold quarterly town hall meetings at all of our facilities, including our CBOCs, so we can hear from the Veteran population on their concerns and answer questions on the VA Healthcare System.



Veteran input is of the utmost importance to us, therefore Veteran Focus Committees are formed on various issues so information can be shared with administration.

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J U N E

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5	6 D-Day Anniversary (1944)

7	8	9	10	11	12	13
14	15	16	17	18	19	20
U.S. Army Established (1775) Flag Day				Ramadan Begins (June 18 – July 17)		
21	22	23	24	25	26	27
Battle of Okinawa Ends (1945) Summer Begins Father's Day	G.I. Bill Signed into Law (1944)			Korean War Began (1950)		
28	29	30				



“I like the clinic and the people here are really great. They know me by sight and have helped me out quite a bit. The atmosphere is quite nice. I’ve always been told, whoever I need to see in specialty clinics, I will get in right away!” —**Beth McColley, ARMY**

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Accreditation and Achievements

The Detroit VA Healthcare System is recognized by various organizations for our stand-out programs and services for Veterans. Some of our recent achievements include:

Stroke Team

Our stroke team was able to obtain the DEMCA (Detroit East medical Control Authority) recognition as a Primary Stroke Center.

Compensated Work Therapy

The Detroit VA's Compensated Work Therapy (CWT) Program recently completed its first accreditation survey under the Commission on Accreditation of Rehabilitation Facilities (CARF) standards and received a three-year accreditation status.

Joint Commission Accreditation

We are Joint Commission (TJC) accredited in the following areas:

- Hospital
- Behavioral Health
- Home Based Primary Care
- Nursing Centered Care

Also of note: Our Opioid program holds its own TJC (Joint Commission) accreditation.

CARF Recognition

The medical center is also recognized by CARF (Commission on Accreditation of Rehabilitation Facilities) in the following areas:

- Homeless Program
- VCRRC (Veterans Community Resource and Referral Center)
- Domiciliary
- Psychosocial Rehabilitation Program (PRRC)
- Low Vision Program
- Medical Rehab Program
- CWT Program



J U L Y

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
						Independence Day

5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

VA Created (1930)

World War I Began (1914)



“The Detroit VA and the staff saved my life!
From medical care to housing, the list goes on and on.
I am so grateful to the good people here for all that
they’ve done for me.” —Mark Mekus, AIR FORCE

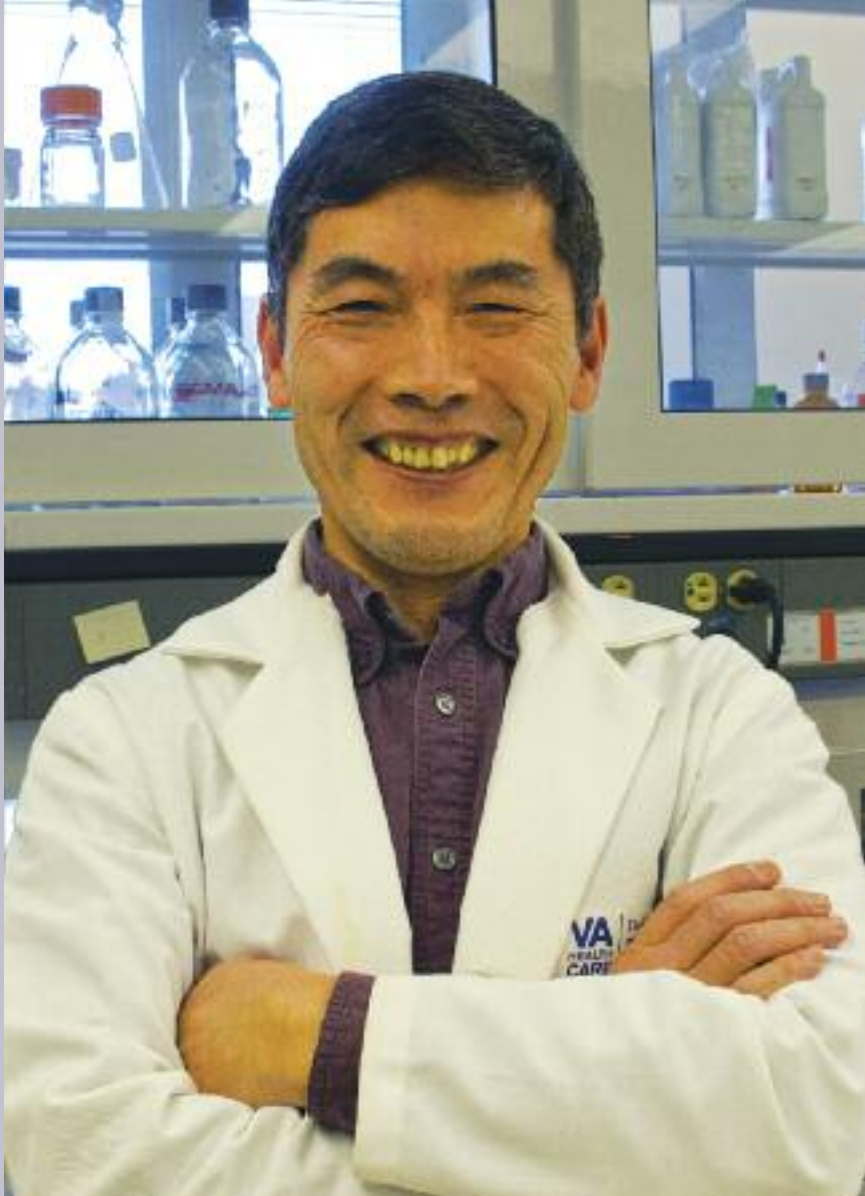
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Research and Education

The Detroit VA Healthcare System is primarily affiliated with Wayne State University School of Medicine and the Detroit Medical Center. We offer residency training in all major medical and surgical specialties and subspecialties, including Dentistry. We are part of a national nursing initiative, VA Nursing Academy, and in this endeavor our main nursing affiliate is University of Detroit/Mercy.

Each year the Detroit VA funds over 80 medical and 10 dental resident positions. We train over 500 clinical residents and provide another 600 trainee positions for nursing and associated health students.

Dr. Adhip Majumdar was selected for the Wayne State University School of Medicine Outstanding Research Achievement Award in August 2014.

During FY14, our investigators were awarded nearly \$3.7 million to conduct VA research.

A distinguished Detroit VA researcher made news in 2014 for his breakthrough in depression treatment. Dr. Donald Kuhn and his team set out to discover what role, if any, serotonin played in the condition.



AUGUST

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

1



2	3	4	5	6	7	8
				Atomic Bomb dropped on Hiroshima (1945)	Desert Shield (1990)	Golden Age Games
9	10	11	12	13	14	15
National Veteran Golden Age Games, Omaha, NE						
Atomic Bomb dropped on Nagasaki (1945)						
16	17	18	19	20	21	22
						Vietnam Conflict Began (1945)
23/30	24/31	25	26	27	28	29



“I’ve been a patient here since 1980 and I’ve had nothing but good experiences. Sometimes you have to hear things about your health that you don’t want to hear, but it’s reality and the staff helps you deal with it. I like that VA is changing for the younger Veterans who want to see it change.” —**Dave Branham, ARMY**

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Employee Commitment and Recognition

One of our greatest assets here at The Detroit VA Healthcare System, is our staff. Each of the more than 2,000 employees renews his or her commitment to the I CARE core values each year, along with many other VA standards.

Leadership Development

Our leadership team meets quarterly for a two-day conference. The group receives updates of various policies and initiatives for VA.

Employee Development

Further developing our employees who want to excel in their careers is a priority. The Detroit VA has both the SAW (School At Work) program and will introduce ECHO (Expanding Your Career and Healthcare Opportunities) in FY15. SAW is a 21st Century workforce development system that brings education and career advising to loyal employees of the organization. ECHO is a forward-thinking tool that taps into the potential of mid-level employees and puts them on a nursing, clinical or management pathway.

Employee Recognition

Each quarter, employees are nominated by fellow employees for an Excellence Award. "Chris exemplifies Excellence in every way," said Medical Center Dr. Pamela Reeves at one presentation.

Ethics and Culture of Safety

Our employees are committed to Leading the Detroit VA in becoming the Veteran's most trusted choice for high-quality, safe and reliable care.

We consistently recognize what we believe are our "Top Docs". In FY14, Dr. Keqin Tang was named "Educator of the Year" by the eight residents in the Wayne State University Radiation Oncology Residency Program. And, Dr. Shelley Knowles of our Sleep Section was named "Attending of the Year", for her outstanding commitment to the program.



S E P T E M B E R

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

1

2

3

4

5

World War II Began (1939)

6	7	8	9	10	11	12
	Labor Day					
13	14	15	16	17	18	19
Rosh Hashanah begins at sundown			American Legion Chartered by Congress (1919)		National POW/MIA Recognition Day	
20	21	22	23	24	25	26
		Yom Kippur begins at sundown				
27	28	29	30			



“I think the clinics work well for me and the groups. It’s a great support system and I have learned to communicate and to understand how to talk about what I’m going through.” — **Jamaar Brooks, MARINES**

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Communications

Keeping our patients and our employees informed, engaged, educated and up-to-date is a top priority for the Detroit VA Communications Team!

Internet

www.detroit.va.gov is constantly updated with news, service information and program details.

Social Media

Social media is a great way to stay connected to the Detroit VA. Like us on Facebook: VADetroit; and follow us on Twitter: @VADetroit!

Outreach

It's our mission to make sure all Veterans in our area are informed of the services available to them at the Detroit VA. We participate in dozens of outreach events each year, large and small. You can find us everywhere from the Downtown Hoedown to a small gathering of Veterans in a rural community, learning about their health care options.

Open Houses

We try to link important events to opportunities to engage Veterans. Open Houses are held in connection with events such as our Veterans Day celebration in November.

Town Hall Meetings

In early 2014, the Detroit VA began to hold quarterly Veteran Town Hall Meetings. These will continue throughout the year.

Detroit Excellence

Check out our quarterly newsletter, *Detroit Excellence*, both in print and online, and make sure to glance at our digital bulletin boards in each elevator bay to find out what's happening here in the medical center.



O C T O B E R

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3

4	5	6	7	8	9	10
11	12	13	14	15	16	17
	National Veterans Creative Arts Festival, Durham, NC					
	Columbus Day	U.S. Navy Established, 1775				
18	19	20	21	22	23	24
Creative Arts Festival						
25	26	27	28	29	30	31
						Halloween



“I travel from the Saginaw area for my care here in Detroit. Everyone has been so nice and I wouldn’t trade them for anything! The medical center looks great and I think the remodeling that has happened and will happen is wonderful! My doctors are so patient and understanding. That means a lot.”

— **Marsha Andrews**, ARMY

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Special Emphasis Programs

Our medical center wouldn't be the community it is today without our emphasis on special programming and initiatives for Veterans

OEF/OIF/OND

Our OEF/OIF/OND program has grown consistently over the years. We have a team of program managers and social workers ready to assist Veterans who may have just returned to the area from active duty and are seeking health care. Along with contacting the Detroit VA, VA has a website specifically for these Veterans: http://www.oefoif.va.gov/VA_Help.asp.

Homeless

Our Homeless Program strives to get each Veteran in Southeast Michigan, off the street and in a recovery or rehab program. There are a variety of options for Veterans who come to us and are homeless: Healthcare of Homeless Veterans (HCHV), Grant and Per Diem (GPD) and Contract Residential; VA's Compensated Work Therapy (CWT) which is comprised of three unique programs which assist homeless Veterans in returning to competitive employment; VCCRRC; HUD-VASH and more.

Welcome Home Events/Job Fairs

Our Welcome Home events, held throughout the year, are planned for the younger Veterans who need both health care information and employment assistance. We partner with cities, counties, the State of Michigan and other organizations to hold these events. Many of these events are Job Fairs, and provide services such as career counseling, resume building and assistance for military spouses.

Women's Health

Our Women's Health program addresses the unique needs of our female Veterans. The program has dedicated clinical staff that specifically identify the needs of these women. The women's clinic lounge is secluded and quiet, and provides a place for young children to relax and play!



N O V E M B E R

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7

8	9	10	11	12	13	14
		Marine Corps Established (1775)	Veterans Day			
15	16	17	18	19	20	21
				Cold War Formally Ended (1990)		
22	23	24	25	26	27	28
				Thanksgiving Day		
29	30	<p>Questions about benefits? Call 1-877-222-VETS (8387) 8:00 a.m. - 8:00 p.m. ET, Monday-Friday</p> <div>  <p>My Gateway to Benefit Information</p> <p>www.ebenefits.va.gov</p> </div>				



“Whenever I come down here, I get good care. The employees are great. Lisa goes out of her way to make me feel good. My advice to women Vets who are thinking of coming to the Detroit VA for care? Go for it!” —**Debra Raleeh**, NAVY

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Future of the Detroit VA

Leadership at the Detroit VA constantly evaluates the state of our facility and also listens to feedback from both staff and patients on what needs to be changed. We are committed to planning for the future of health care and patient needs.

Future construction plans here in the medical center include the addition of a Veteran Wellness Center which will include a fitness center; the expansion of the facility Emergency Department along with the south entrance (blue tower); expansion of the hemodialysis area and an upgrade in the patient TV system. These projects, specifically the expansion of the blue lobby entrance, were put in place to improve the Veteran experience.

Patient programs continue to grow, including Veteran outreach programs so we can make sure the more than 330,000 Veterans in our catchment area know about VA health care and what we can provide.

Our staff is committed to holding Veteran programs on-site so patients can become familiar with our services. Town Halls are quarterly, the VA2K is held each May and Veterans are invited to attend, various health and wellness programs are held throughout the year, from golf and rowing to art and yoga. We want to make the Detroit VA 'Your VA'.



South Lobby Expansion

D E C E M B E R

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5

6	7	8	9	10	11	12
Hanukkah begins at sundown	National Pearl Harbor Remembrance Day (1941)					
13	14	15	16	17	18	19
20	21	22	23	24	25	26
	Winter Begins				Christmas Day	Kwanzaa Begins
27	28	29	30	31		



“I had a knee replacement about a month ago and I was pleased with my surgeon. One thing I love: the way they notify us or remind us about our appointments. It’s so important to me and others because you don’t know how a Vet is suffering and this is something that makes things easier.” —**Melvin Haynes, ARMY**

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Detroit VA Healthcare System

4646 John R Street
Detroit, Michigan 48201
313-576-1000



Pontiac CBOC

44200 Woodward Avenue
Suite 208
Pontiac, Michigan 48341
248-332-4540



Yale CBOC

470 Brockway Road
Yale, Michigan 48097
810-387-3211

Vet Centers

Dearborn Vet Center

19855 Outer Drive, Suite 105 W
Dearborn, Michigan 48124
313-277-1428
877-927-8387 toll free
313-277-5471 fax

Detroit Vet Center

4161 Cass Avenue
Detroit, Michigan 48201
313-576-1514
877-927-8387 toll free
313-831-6919 fax

Macomb County Vet Center

42621 Garfield Road Suite 105
Clinton Township, Michigan 48038-5031
586-412-0107
877-927-8387 toll free
586-412-0196 fax

Pontiac Vet Center

44200 Woodward Avenue, Suite 108
Pontiac, Michigan 48341
248-874-1015
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